PAYMENT SERVICES USER MANUAL

SCANNER SETTINGS FOR ATTACHMENTS

INTRODUCTION

Several factors must be considered when scanning documents for attachments in Payment Services, including:

- The type of scanner or multi-function machine you use and its settings
- Hard disk storage capacity at your agency
- The type of originals (size and color of paper, size and color of print, etc.).

Each agency will need to develop their own best practices appropriate for their environment. Two settings often found on scanners and multi-function machines are:

SCANNER SETTINGS

Resolution: Most scanners will offer a scanning resolution setting expressed in "dpi" or dots per inch. Generally, the lower the setting the smaller the file size, but the worse quality of image produced. With most documents, a setting of 150dpi seems to work well.

File formats: You particular scanner or and multi-function machines may be capable of producing a variety of file formats (e.g., .pdf,.jpg,.gif,.bmp,.png,.tif,.tiff). For many agencies, .jpg and .pdf work well.

You should test your own equipment to see which resolution and file format settings create the smallest file size with acceptable visual quality.

PAGE CANNOT BE DISPLAYED ERROR

If you receive a "Page cannot be displayed" error in Payment Services when trying to add an attachment, your scanned document file size may be too large. Use your scanner/scanning software to reduce the file size or check your scan settings for resolution and file format as discussed in the Introduction. You may have to scan the pages of multi-page document individually or in sets.

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